**Red Hat Summit**

**Connect**

# Come accelerare la trasformazione con Red Hat Customer Success

**Giovanni Pirola**    **Andrea Zucchet**

# AGENDA

- Cosa sta accadendo : ogni giorno, tutti i giorni
- Il nostro nemico
- Cosa Facciamo bene

# Cosa siamo chiamati ad affrontare.
# Ogni giorno, tutti i giorni.

**Differentiation**

**Innovation**

**Agility**

**Simplicity**

**Productivity**

**Faster time to market for applications**

**Less unplanned downtime**

**More efficient response**

**Faster troubleshooting**

# IL nostro nemico: Il debito tecnico



**Debito Tecnico**

Rate of change

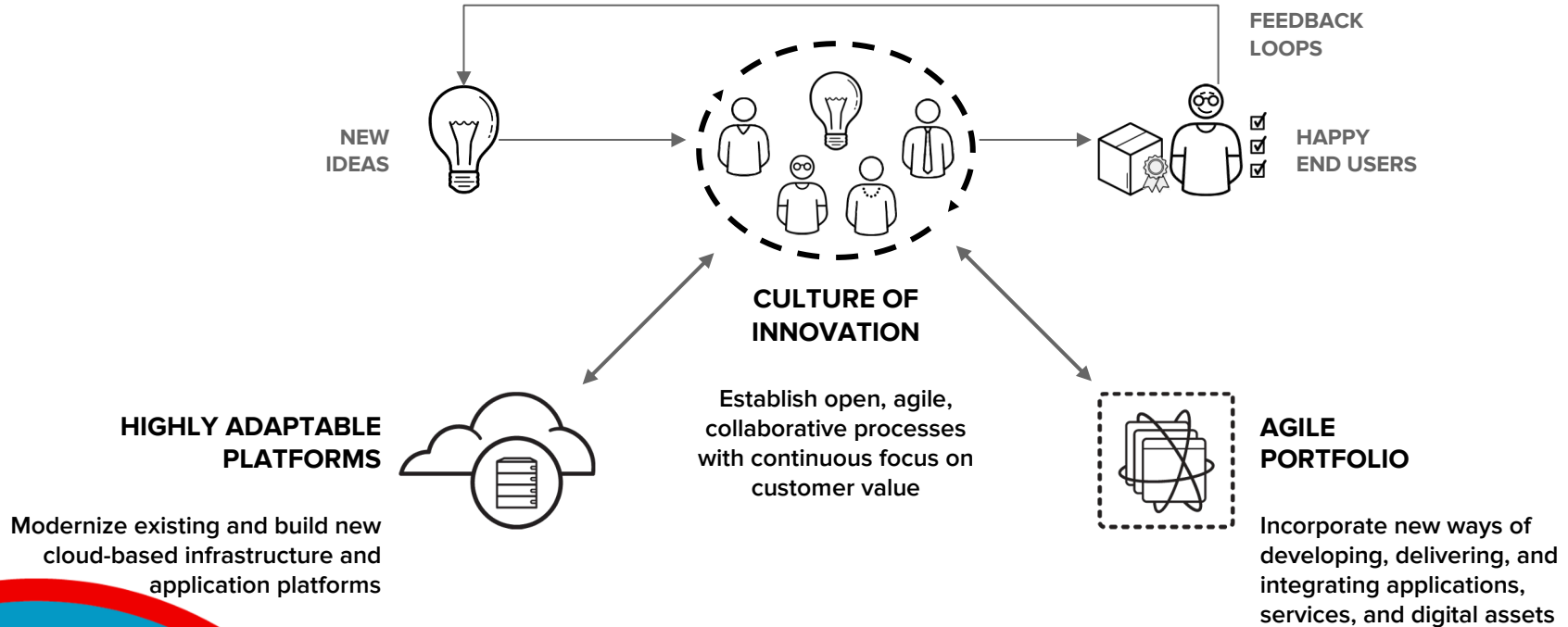Human Adaptability

We are here

Technology +

Time
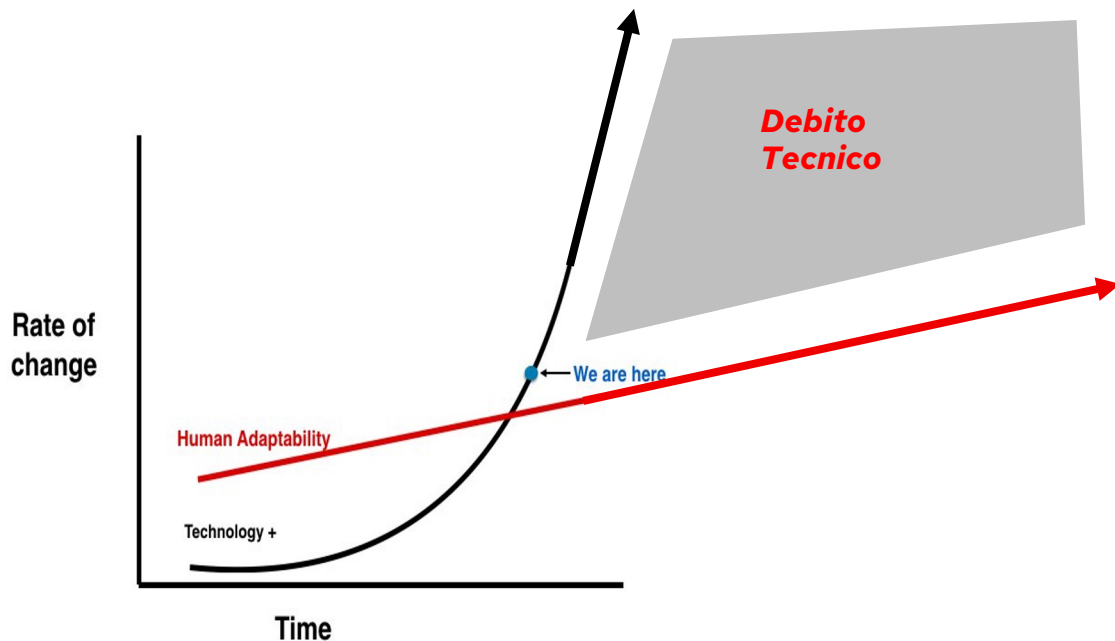
Eric Teller, in Thomas Friedman,
*Thank You for Being Late*

*Da dove arriva il "debito tecnico"*

- *Innovazione che alimenta l'innovazione*

- *La linearità della curva di apprendimento*

- Carico cognitivo

- Competenze ed organizzazione

# CONTINUOUS INNOVATION

## TRANSFORMS HOW CUSTOMERS DO BUSINESS AND THEIR I.T. ECOSYSTEM

FEEDBACK LOOPS

NEW IDEAS

HAPPY END USERS

**CULTURE OF INNOVATION**

**HIGHLY ADAPTABLE PLATFORMS**

Establish open, agile, collaborative processes with continuous focus on customer value

**AGILE PORTFOLIO**

Modernize existing and build new cloud-based infrastructure and application platforms

Incorporate new ways of developing, delivering, and integrating applications, services, and digital assets

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# "Cosa Red Hat sa fare BENE"

- Disegnare architetture per il prossimo futuro.
- Formare/preparare/Affiancare/supportare perché ci siano le conoscenze e le competenze necessarie.
- Stabilizzare l'uso per continuare ad evolvere.
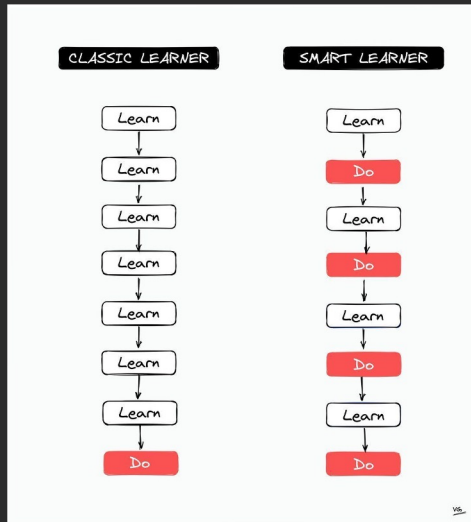


**Red Hat Consulting**

**1 BUILD, ENABLE, and SCALE**
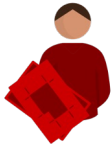a faster path to meaningful business outcomes

**Red Hat Training**

**2 DEVELOP SKILLS**
and high-performing teams built for innovation
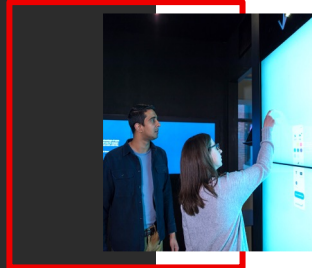
**Red Hat Support**

**3 STABILIZE**
for growth

# Red Hat Team: Enabling customer success

## Solutions Architects

Act as a customer advocate / touchpoint

Keep working with SIA Team

Support architectural definitions for new projects / evolutions

Propose and deliver workshops (e.g. 3Scale, Developer Adoption)

## Consulting

Most advanced skills delivering solutions using Red Hat products and open standards

Uniquely positioned to align teams, streamline processes, and make systems and applications work together

Hands-on mentoring builds skills and drives independence

## Training

Speed technology adoption and maximize return on investment

Fuel innovation by addressing organizational skills gaps

Improve productivity by increasing the performance of teams and individuals

## Support and TAM

Customer Portal

Technical expertise and guidance available 24x7, by phone or chat

Personalized support and planning from Customer Success
- Technical Account Managers (TAM)
- Customer Success Manager (CSM)

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# Persona based training

| App Developer | SysAdmin & IT Ops | Automation architects | Site Reliability Engineer | IT Leader/PM |
|---|---|---|---|---|

Developing solutions that are widely used

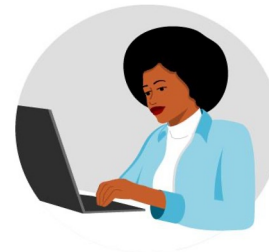Solving challenges with new technologies and improving the lives of others
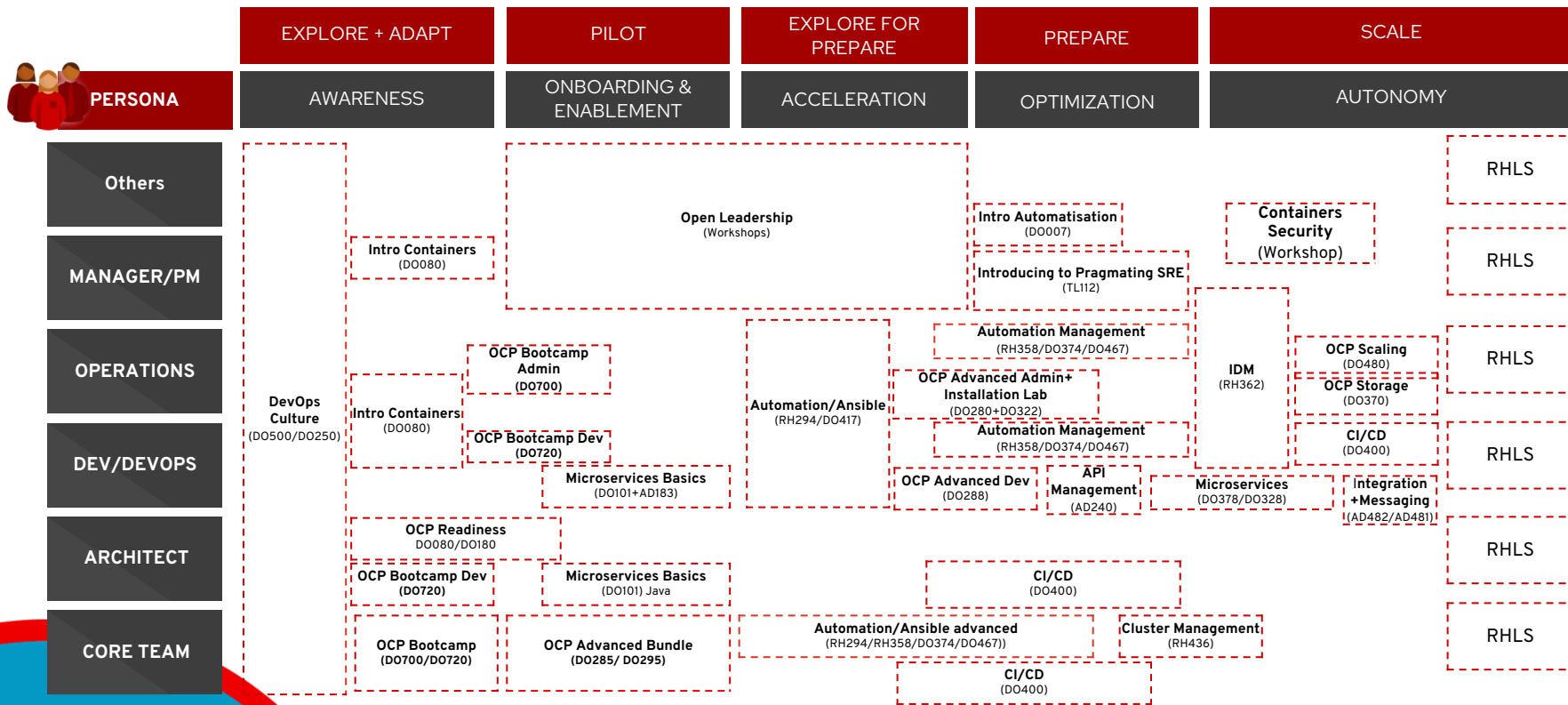
Figuring out creative automation solutions

Bringing software engineering practices to IT operations

Improving employee experience and customer experience

# Real Life Persona based Training

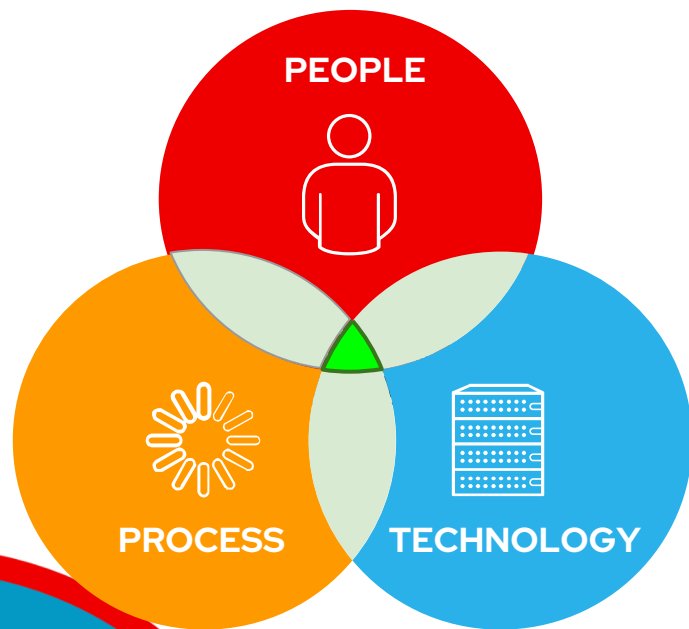| PERSONA | EXPLORE + ADAPT<br>AWARENESS | PILOT<br>ONBOARDING & ENABLEMENT | EXPLORE FOR PREPARE<br>ACCELERATION | PREPARE<br>OPTIMIZATION | SCALE<br>AUTONOMY |
|---|---|---|---|---|---|
| **Others** | | | Open Leadership (Workshops) | | RHLS |
| **MANAGER/PM** | Intro Containers (DO080) | | | Intro Automatisation (DO007) / Introducing to Pragmating SRE (TL112) | Containers Security (Workshop) / RHLS |
| **OPERATIONS** | DevOps Culture (DO500/DO250) | OCP Bootcamp Admin (DO700) | | Automation Management (RH358/DO374/DO467) / OCP Advanced Admin+ Installation Lab (DO280+DO322) | IDM (RH362) / OCP Scaling (DO480) / OCP Storage (DO370) / RHLS |
| **DEV/DEVOPS** | Intro Containers (DO080) | OCP Bootcamp Dev (DO720) / Microservices Basics (DO101+AD183) | Automation/Ansible (RH294/DO417) | Automation Management (RH358/DO374/DO467) / OCP Advanced Dev (DO288) / API Management (AD240) | Microservices (DO378/DO328) / CI/CD (DO400) / Integration +Messaging (AD482/AD481) / RHLS |
| **ARCHITECT** | OCP Readiness DO080/DO180 / OCP Bootcamp Dev (DO720) | Microservices Basics (DO101) Java | CI/CD (DO400) | | RHLS |
| **CORE TEAM** | OCP Bootcamp (DO700/DO720) | OCP Advanced Bundle (DO285/ DO295) | Automation/Ansible advanced (RH294/RH358/DO374/DO467)) / CI/CD (DO400) | Cluster Management (RH436) | RHLS |

# Approccio evolutivo alla innovazione
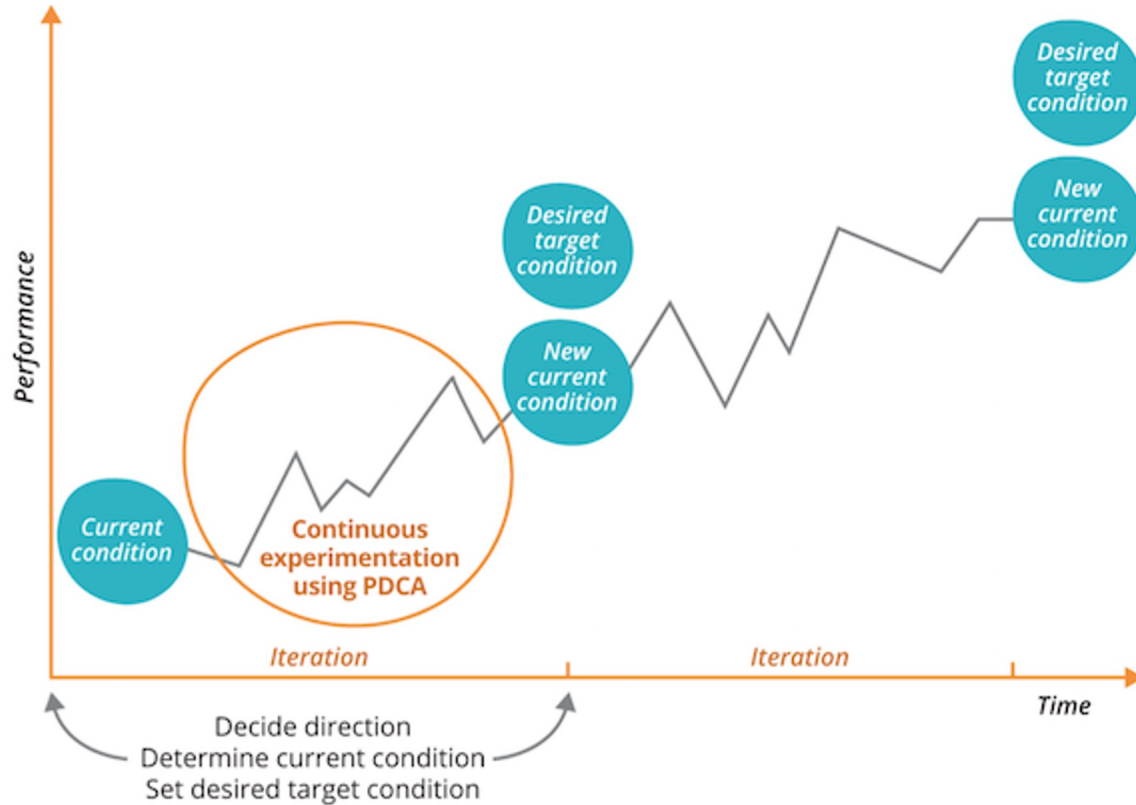
# What's Next

## Red Hat Discovery Session



PEOPLE

PROCESS

TECHNOLOGY

## Not just about technology…

Re-Discovering your organisation to get an As-is versus To-Be journey.

Outcomes on:

- Business drivers
- Process layers
- Technology layers
- New innovation
- People  Knowledge
- Culture

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# Red Hat Summit

## Connect

# Thank you

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